



Eliassen partners with Amino Health to improve employees' healthcare navigation experience

CASE STUDY



Amino Health is always asking for feedback from their clients to see how they can do better...they're constantly thinking about how else they can innovate and provide what people need. I appreciate that a lot.

Laurie Wasta,
HR Director, Total Rewards at Eliassen Group

RESULTS

75

hours saved

NPS of

89

SOLUTION

Amino

- Search for covered care
- Get trustworthy recommendations
- Increase utilization of covered benefits
- Automated appointment booking

Customer

Eliassen Group

Eliassen is a recruitment company that provides strategic consulting and staffing solutions across a variety of industries, including financial services, life sciences, and technology.

Laurie Wasta is the HR Director at Eliassen Group. She is a Certified Employee Benefit Specialist (CEBS) with nearly 15 years of experience managing and administering employee benefit plans.

Challenge

Finding a tool to help employees navigate a complex healthcare landscape

As Eliassen Group's HR Director, Laurie Wasta knows health insurance and employee benefits inside and out—but she also realizes that's not the case for most of Eliassen's employees.

In 2020, Eliassen switched to a self-funded health insurance plan. With the switch, they knew they needed to provide a resource to help their employees navigate a healthcare system that's often complex and hard to navigate.

They needed a tool that could help their employees find the best quality of care for the most affordable cost. Eliassen Group has over 380 employees, so they needed a platform that could onboard without creating hours and hours of manual work for their benefits administration team.





We wanted to give people a tool that gave them more cost transparency (when searching for healthcare) so they would be able to lower their out-of-pocket costs toward the deductible.

Solution

A digital healthcare navigation platform

Eliassen's broker suggested that Laurie and her team look into using Amino to help their employees find the best quality of care for the lowest out-of-pocket cost.

After meeting with Amino, she loved the way the platform was set up: she could immediately see how intuitive it'd be to use for her employees and how easy it would be for her small benefits team to administer.

Amino also had several other key features that set it apart from the competition:

- Integrated seamlessly with any health plan, so employees could see exactly how much they've spent and how much they can expect to pay out of pocket
- Provided employees accurate cost and quality ratings for providers and facilities so that members can make informed decisions about their care.
- Easy and quick to implement—adding new employees each month was as simple as uploading an active employee email roster.

With all that Amino offered, the choice was easy.



We could tell that Amino would be easy for us to manage. With all of the features it offered, it seemed like a great fit.



Results

Happier employees who feel supported and valued

Onboarding was fast and efficient, and Laurie was able to easily implement Amino without any issues.

Today, Eliassen's employees have been successfully using Amino to find high-quality, in-network healthcare providers for over a year. Employees have booked over 130 appointments, and 60% of those were with Amino recommended "Smart Matches,"—in-network providers that deliver safe, appropriate, experienced care in significantly less expensive settings.

Overall, employees have saved 75 hours with appointment booking done by Amino, and they're very happy with the platform. Over the last year, they've given Amino a Net Promoter Score (NPS) of 89.

Most importantly, having a tool like Amino helps Eliassen show their employees that they are supported and valued.



Amino helps us support our employees. I think that's important. Obviously, claiming savings is important, but you also have to make sure your employees know that you actually care about them, and Amino helps us do that.



Guide your employees to smarter healthcare choices with Amino

Amino is the smartest, easiest way for your employees and covered dependents to find and book high-quality healthcare. Our digital healthcare guidance platform uses cost, quality, and network data to recommend the best providers and benefits programs for a member's health needs and coverage. As a result, your plan avoids wasteful claims spending, and members get convenient access to high-quality healthcare options whenever they need them.

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